Whānau Tahi User Guide

How do I get Help?

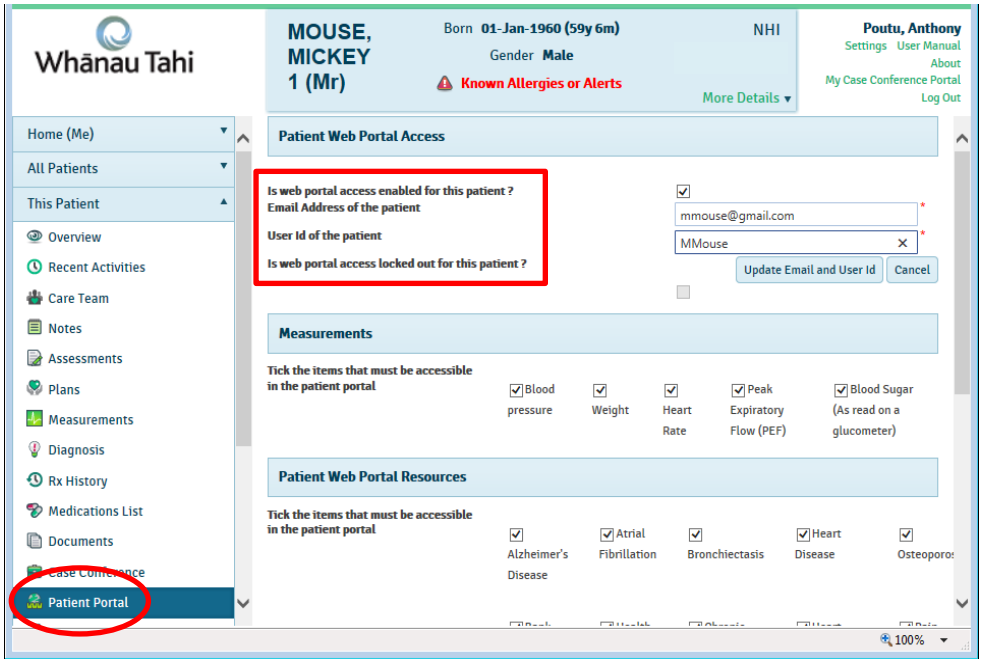
HealthAlliance provides Whanau Tahi Connected Care support during business hours (0800-1700hrs)

They can be contacted on **0800 268 626** or sharedcare@healthalliance.co.nz

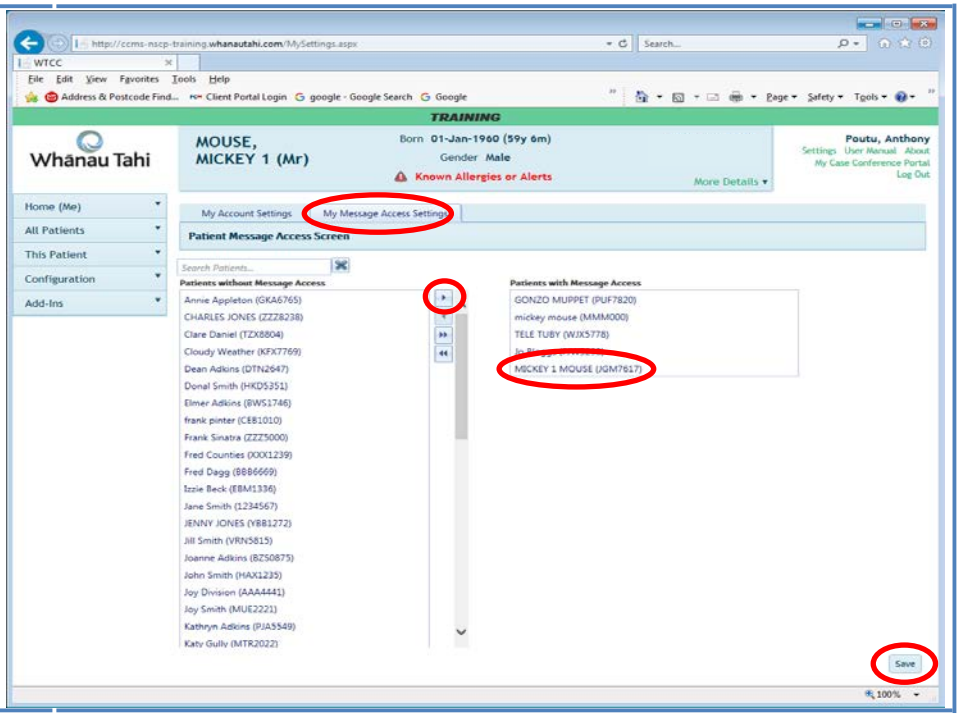
How to Give a Patient Access to their Patient Portal, Measurements and Resources?

Patient Portal, Measurements, Resources

- Check the box and enter patient's personal email address and **User Id** (login name)
- Select **Measurements** you wish the patient to be able to view and add from within the Portal
- Select the **Resources** from the library you wish to make available to your patient via the Portal
- Whānau Tahi will then send an email to the patient's email address with information on how to log on to the Patient Portal. The email will include their username, initial password, and the URL for the Portal



How Do I Opt-in for Messaging with Patients?

Patient Messaging

- Enable patient messaging via **Settings** on the top right of your menu bar
- Select **My Message Access Settings**
- Select patient or multiple patients with Portal access that you agree to message, with and **Save**
- Messaging enabled
- Similarly, messaging for patients can be removed by highlighting the patient and selecting opposite arrow